



# ***JOB OPPORTUNITY***

**CALIFORNIA STATE DEPARTMENT OF INSURANCE**

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## **INTERNAL DEPARTMENTAL TRANSFERS/PROMOTIONS ONLY**

**INSURANCE COMPLIANCE OFFICER (ICO) *or***

**ASSOCIATE INSURANCE COMPLIANCE OFFICER (AICO)**

**\$2,851 - \$4,541 (ICO) *or* \$4,110 - \$4,997 (AICO)**

**CONSUMER COMMUNICATIONS BUREAU**

**LOS ANGELES**

**MULTIPLE POSITIONS**

**Revised**

**Revised**

**RESPONSIBILITIES:** Under direction, the incumbents respond varied and responsible consumer inquiries and complaints regarding all lines of insurance that include multiple coverages or situations via telephone, written, and e-commerce communication or in-person interview; investigates and identifies violations involving situations that typically require multiple contacts with the consumer, licensee, and/or other related entity; mediates and acts as conciliator, and directs the licensee/entity to resolve the identified issue, complaint, or violation; takes first-level enforcement action or makes recommendations for further regulatory action when necessary; and other related duties as required.

**DESIRABLE QUALIFICATIONS:** At the Associate level, three years experience in insurance claims adjusting, rating & underwriting, or insurance consumer services; college graduate preferred, however, experience will be accepted in place of the education on a year-for-year basis. At the Insurance Compliance Officer level, eighteen months of experience in insurance claims adjusting, underwriting, or insurance consumer services; education equivalent to two years of collegiate level course work is highly desirable, however, experience will be accepted in place of the education on a year-for-year basis. Candidates must have knowledge of insurance practices and the Insurance Code, laws and regulations, and the insurance industry; good analytical and verbal/written communication skills; excellent interpersonal skills; and ability to identify problems, and negotiate/mediate resolution. Bilingual candidates are encouraged to apply.

**WHO MAY APPLY:** Applications will be accepted only from current California Department of Insurance employees at the Insurance Compliance Officer/Associate Insurance Compliance Officer levels, those within transfer range, or individuals who have list eligibility. Training and Development Assignments may be considered. All applications will be reviewed; however, only the most qualified candidates will be interviewed. *All applicants must clearly indicate the basis of their eligibility (i.e., transfer or list eligibility) on the state application.*

**APPLICATION PROCEDURE:** Send a completed standard State of California application to Angela Steele, Department of Insurance, Human Resources Management Division, 300 Capitol Mall, 13th Floor, Sacramento, CA 95814. **Please indicate "ICO #373-8564-xxx" or "AICO #373-8562-xxx" on the State application.** For additional information, please call (916) 492-3433.

**FINAL FILING DATE:**     **May 19, 2003 or Until Filled**

**NOTE:**             **Interested individuals, including list eligibles, must submit applications by the final filing date in order to be considered for this position.**

**DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD**

eg 01/16/03  
r05/07/03